

# *USAG Stuttgart Housing Office honored for excellence in Army-wide competition*

**STUTTGART, Germany** - The U.S. Army Garrison Stuttgart Housing Office took home two prestigious awards during a recent competition among housing offices throughout the Army

Mary Scott, Stuttgart's chief of military housing, was selected as the Army's Senior Housing Manager of the Year, and the entire USAG Stuttgart housing team was honored as the service's Outstanding Housing Team of the Year.

"I'm extremely proud of Mary Scott and our housing team," said USAG Stuttgart Commander Col. Kenneth G. Juergens. "They have set the standard for customer service in our community, and their efforts have resulted in direct improvements to the quality of life of our community members. I'm thrilled that their superior service has been recognized on the Department of the Army level."

"This team works together better than any team I've ever seen," Scott said. "They consistently come up with creative and innovative ways to do things – and [the Installation Management Command] is picking up on their ideas and spreading them throughout the Army."



Marry Scott (far-left) and members of the award-winning U.S. Army Garrison Stuttgart Housing Office assemble in the Welcome Center on Panzer Kaserne. Photo: Courtesy USAG Stuttgart Housing Office



The nomination packets submitted for Scott and the housing team placed a premium on effective communication and "above and beyond the call of duty" service. Highlights included the following:

- To address an increased need for off-post housing (resulting from major renovation projects on area installations), the housing team initiated a campaign to solicit additional off-post listings and improve communication with host-nation landlords.
- The housing team created a "Beautification Voucher Program" that allows on-post residents to enhance their homes with flowers and plants from local florists and nurseries.
- Weekly staff meetings for each housing team and a monthly meeting for the entire housing operation enhance internal communication and improve teamwork and camaraderie.

"Ms. Scott's ability to empower her team members gives them a sense of pride and belonging," said Emma Watson, chief of the housing office's customer service branch. "She inspires us to look for ways to better serve our customers."

"We're not perfect," Scott said. "But our team cares deeply, and we're aiming for perfection."

Story by: Hugh C. McBride  
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